June 2010 Summary SLA Reports
Period of Performance

Service Level Dashboard

	Mar	Apr	May	June
SLAs Reporting	49	49	49	49
G	94%	96%	96%	100%
Y	4%	4%	0%	0%
R	2%	0%	4%	0%

Legend
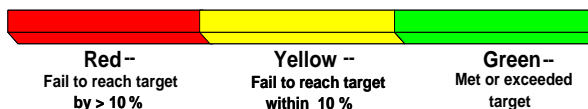
Red --
Fail to reach target
by > 10 %

Yellow --
Fail to reach target
within 10 %

Green --
Met or exceeded
target

SLA Summary – Performance Credit Eligible

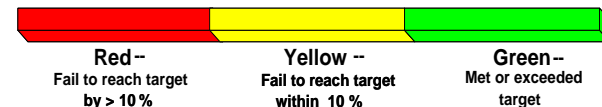| Tower	SLA #	Measure	SLA Target	2010			
				March	April	May	June
Cross Functional	1.11	Priority 1-CESC and SWESC Data Center Locations and Mainframe	90% < 4 hrs	100%	100%	Note A	Note A
	1.12	Priority 1 – Other Locations	85% < 8 hrs	100%	90%	100%	89%
	1.13	Priority 2 – CESC and SWESC Data Center Locations	95% < 8 hrs	95%	100%	62%	100%
	1.14	Priority 2 – Other Locations	95% < 16 hrs	98%	98%	97%	98%
	1.15	Priority 3 – CESC and SWESC Data Center Location	95% < 16 bus hrs	95%	92%	95%	95%
	1.16	Priority 3 – Other Locations	90% < 18 bus hrs	90%	92%	90%	90%
	1.17	Initial Findings of Root Cause Analysis Reporting for all Priority 1 & 2 Incidents	95% < 24	100%	100%	100%	100%
	1.21	Restore Services – Restore Requests for Production data in CESC / SWESC	95%	100%	99%	100%	98%
	1.22	Restore Services - Restore Requests for Production Data in Remote Sites	95%	100%	100%	96%	100%
	1.31	Asset Tracking – Accuracy of Record in Asset Tracking Database	95%	Note H	Note H	Note H	N/A*

Legend

Red -- **Fail to reach target by > 10 %**   Yellow -- **Fail to reach target within 10 %**   Green-- **Met or exceeded target**

Note A: No Instances during the reporting interval   **Note H**: Reported Quarterly, No Report for April 2010   * To be reported September 2010

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SLA Summary – Performance Credit Eligible

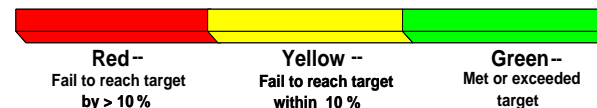| Tower	SLA #	Measure	SLA Target	2010			
				March	April	May	June
Security	3.11	System Server Administration - Deploy Service / Security Patches / anti virus updates necessary to fix/repair environment vulnerabilities	95%	100%	100%	98%	100%
	3.21	Network Administration – Managed Firewall Management, Implementation of firewall changed related to changing, adding/deleting firewall rules for Managed Firewall Services only	90%	100%	100%	100%	Note A
	3.31	Security Intrusion Detection – NIDS / NIPS – Able to receive and respond to alerts from NIDS/NIPS	99.6%	100%	100%	100%	100%
	3.32	Security Intrusion Detection – HIDS / HIPS – Able to receive and respond to alerts from HIDS/HIPS for changes to selected local files	99.6%	100%	100%	100%	100%
	3.33	Security Intrusion Detection (NIDS / NIPS & HIDS / HIPS) Implementation of changes related to changing, adding, and deleting signatures and rules	TBD	100%	Note A	Note A	Note A
	3.41	Installation of Managed Firewall		Note A	Note A	Note A	Note A

Legend

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Note A: No Instances during the reporting interval

SLA Summary – Performance Credit Eligible

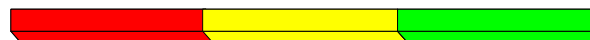| Tower	SLA #	Measure	SLA Target	2010			
				March	April	May	June
Help Desk	4.11	Customer Contact Response Time – Average Speed to Answer and Email/Web Form Time to Respond	ASA <=60 sec, Email <= 1 bus hr	SLA Not Met	SLA Met	SLA Met	SLA Met
	4.12	Response Time - Password Reset (COV, Encryption using entitlement and EPHD OTP)	99%	99%	99%	99%	99%
	4.13	Response Time – Agency Application Password Reset Requests	90%	94%	93%	99%	100%
	4.14	Response Time – VIP Office Support Response Time	**N/A: Reporting Purposes only	100%	40%	22%	100%
	4.15	Response Time – VIP Office Support – Time to Resolve	**N/A: Reporting Purposes only	67%	80%	78%	100%
	4.21	First Contact Resolution	70%	94%	94%	85%	86%
	4.22	Time to Resolution – Shrink Wrap App Incidents for Assets with Altiris installed	90%	95%	93%	99%	99%
	4.23	Incident Closure Notice (via e-mail and/or phone)	100%	100%	100%	100%	100%
	4.31	New End User Account (up to 20 per request) and individual User Account Privilege	90%	100%	100%	90%	93%

Legend

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SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	2010			
				March	April	May	June
Desktop	5.11	On-site Dispatch Response Time	70% for 8 hour response 90% for next Business Day response	SLA Met	SLA Met	SLA Met	SLA Met
	5.21	Desktop Service IMAC	90%	95%	91%	91%	96%
	5.31	Software Installation (Patching) – Operating System (Including Service packs and non critical security patches)	90%	98%	100%	Note A	Note A
Messaging	6.11	Messaging Service for Microsoft Exchange	2 hrs	5:08:00 (hh:mm:ss)	00:29:08 (hh:mm:ss)	00:00:00 (hh:mm:ss)	00:15:00 (hh:mm:ss)
Mainframe & Server	7.11	Mainframe (OS Class 1, IBM, Unisys) Availability	99.5%	99.9%	99.9%	99.9%	99.9%
	7.12	Production Server Instances	99.5%	99.9%	99.9%	99.9%	99.9%
	7.13	Critical Server Instances located in Critical Data Centers (CESC and SWESC)	99.9%	99.9%	100%	100%	100%

Legend

Red -- Fail to reach target by > 10 %

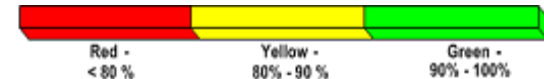**Yellow --** Fail to reach target within 10 %

Green-- Met or exceeded target

Note A: No Instances during the reporting interval

SLA Summary – Per Event

Tower	SLA #	Measure	SLA Target	2010			
				March	April	May	June
Network	8.11	WAN Connectivity – Large	99.95%	0/14	1/14	0/14	0/14
	8.12	WAN Connectivity – Medium and Critical Small Locations	99.90%	8/231	3/228	5/228	11/231
	8.13	WAN Connectivity – Small	99.85%	26/823	32/821	39/820	56/818
	8.14	WAN Connectivity – Managed Router Locations	99.85%	17/355	14/355	21/352	14/352
	8.21	Router Connectivity – Large Locations	99.95%	0/14	0/14	0/14	0/14
	8.22	Router Connectivity – Medium Locations	99.95%	0/231	0/228	1/228	4/231
	8.23	Router Connectivity – Critical Small Locations	99.95%	0/0	0/0	0/0	0/0
	8.24	Router Connectivity – Small and managed router locations	99.70%	1/823	3/1176	0/1172	17/1170
	8.31	LAN Connectivity – Large Locations	99.70%	1/14	2/14	0/14	0/14

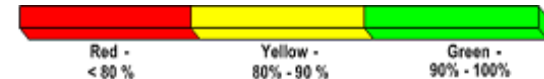Per Event Legend

Red - < 80 %   Yellow - 80% - 90 %   Green - 90% - 100%

Fail/Total

6

Note A: No Instances during the reporting interval

SLA Summary – Per Event

Tower	SLA #	Measure	SLA Target	2010			
				March	April	May	June
Network	8.32	LAN Connectivity – Medium Locations	99.70%	5/231	0/228	6/228	0/231
	8.33	LAN Connectivity – Critical Small Locations	99.70%	0/0	0/0	0/0	0/0
	8.34	LAN Connectivity – Small Locations	99.70%	1/823	0/821	2/820	0/818
	8.41	VPN – Remote End User Connection	99.70%	100%	100%	100%	100%
	8.51	Network Transit Delay	< 80ms RTD within 98%	98.2%	98%	99%	99%
	8.52	Packet Delivery Loss	<= .05% Data Loss	83%	86%	78%	94%
Voice & Video	9.11	Voice & Video- Availability All Locations	99.9%	0/54	0/54	1/54	0/54
	9.21	Jitter –(Real Time Class of Services)	98%	100%	100%	100%	100%

Per Event Legend

Red - < 80 % Yellow - 80% - 90 % Green - 90% - 100%

Fail/Total

7